

**THE TULALIP TRIBES**  
**TGO/QCC/BINGO**  
**Job Description**  
**“In-House Opportunity”**

**JOB TITLE:** Front Desk/ Guest Services Apprentice Manager (2 full-time positions)

**POSITION NUMBER:** TGO-260-06

**NOTE: ONLY CURRENT REGULAR EMPLOYEES AND ENROLLED MEMBERS OF TULALIP TRIBES WILL BE CONSIDERED FOR THIS IN-HOUSE POSITON.** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

**EDUCATION:**

- ☐ High School Diploma or GED equivalent required. **\*(Copy of either document will be requested)**

**SKILLS:**

- ☐ Must have strong organizational skills and methodical in conducting work, i.e., prioritizing, multitasking, planning, and coordinating.
- ☐ Must have strong decision making and problems solving skills with emphasis on the ability to evaluate and access complex situations using independent and sound judgment.
- ☐ Must have excellent communication skills both verbal and written.
- ☐ Must demonstrate commitment to excellence while serving the best interest of the Tulalip Casino and Bingo organizations.
- ☐ Must have the ability to undertake and accept direction and guidance.
- ☐ Must possess a positive attitude at all times.
- ☐ Must be comfortable speaking in public.
- ☐ Ability to maintain composure, think clearly, and perform well under pressure working in a fast paced environment.
- ☐ Must have strong computer skills and working knowledge of Microsoft Office, Word, Excel, and PowerPoint programs.
- ☐ Must demonstrate exceptional leadership qualities. **(Worthley Leadership Pre-employment Assessment Test required)**

**EXPERIENCE:**

- ☐ Minimum of one (1) year of prior experience working with the public utilizing guest service skills.
- ☐ Minimum of one (1) year computer experience utilizing Microsoft Office, Word, Excel, and Power Point programs.

**OTHER REQUIREMENTS:**

- ☐ Must adhere to strict confidentiality of all information and records seen and/or heard.
- ☐ Must have the tolerance and patience for dealing with upset, angry, and/or frustrated individuals.
- ☐ Must be able to work in a culturally diverse environment.
- ☐ Knowledge of the Tulalip Tribes history, organizational structure, and protocol, preferred.
- ☐ Must be willing and able to attend progressive related training, and travel out-of-state as necessary.
- ☐ Will be responsible for the deliverance of the highest level of guest service to guests, VIP's, and team members.
- ☐ Must be flexible to work both Casino sites, the "New" Tulalip Casino and Quil Ceda Creek Casino.
- ☐ Must successfully complete and pass a National Indian Gaming Commission background investigation.
- ☐ Must be able to obtain a Class A certification, and be licensed, with the Washington State Gambling Commission and the Tulalip Tribal Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, evenings, weekends, and/or holidays as needed or requested.
- ☐ Must have a successful employment history with the Tulalip Tribes and/or other employers.

**Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- ☐ Must be able to sit, stand, and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 20 lbs. on a continuous basis.
- ☐ Tolerance to be exposed to a smoke filled environment.

**Tribal Department:** Administration

**Employee Classification:** Exempt

**Job Summary:** Through training, guidance, and shadowing the EVP of Hotel Operations, acquires skills and knowledge for running the Hotel Front Desk efficiently and effectively. Attends all designated hotel and/or management trainings in order to gain the ability to direct and control the activities of the Hotel front office, reservations, guest activities, while ensuring adherence to standards, policies, and procedures. Actively

participates with the Hotel Planning Project.

**Employee Reports To:** Executive Vice President (EVP) of Hotel Operations or designee

**Extent of Job Authority:** Under the direction of the EVP of Hotel Operations, participate, interact, and coordinate while training to manage the day-to-day operation of the front desk in accordance with established policies and procedures.

**Specific Duties Performed:**

1. Attends all hotel and management training, in and out-of-state, as assigned.
2. Works closely with the EVP of Hotel Operations to learn and acquire necessary skills for new role as Front Desk Manager.
3. Participates as apart of the Hotel Project Planning Team, attending meetings, conducting research, as well as, performing other related assignments and/or tasks.
4. Supports and participates in all hotel programs, policies, and procedures emphasizing on the orientation of new team members.
5. Through training and guidance, acquires needed skills and knowledge for preparing all necessary forecasts, working closely with Reservations, Front Office, and Sales to maximize occupancy rate and revenue.
6. Through training and guidance, acquires needed skills and knowledge for monitoring and analyzing payroll for all front office team members ensuring maximum effectiveness towards guest services while realizing full profit potential.
7. Through training and guidance, acquires skills and knowledge for developing relationships with clients, return guests, group contacts, etc. in order to provide maximum personalized guest service.
8. Through training and guidance acquires skills and knowledge for responding properly, while assuming a supervisory role in any hotel emergency and/or safety situation, ensuring proper control and instructions of any emergency procedures.
9. Suggests improvements for overall operations emphasizing on increased guest satisfaction, revenue, and reducing costs.
10. Establishes and maintains close working relationships with all departments of the hotel ensuring maximum cooperation, productivity, morale, and guest service.
11. Supports Tulalip Casino's philosophy towards team member development and morale, instituting programs to ensure the effectiveness and promotion of this philosophy within the front desk division.
12. Maintains a high degree of professionalism and integrity as befitting a member of management at all times.
13. Assists in the hiring process, ensuring qualified team members are selected, hired, and trained in all areas of responsibility.
14. Required to be detailed into hospitality positions in other companies for work experience.
15. Must emulate highest level of guest service skills to both internal and external guests.
16. Maintains high standard of appearance, dress attire, and attitude at all times.
17. Performs and assists with additional duties as assigned.

**Terms of Employment:** This is a Regular Full-time position, requiring 40 hours per week or 2080 hours per year.

**Pay Rate:** \$19.70 per hour

**Opening Date:** October 5,2006

**Closing Date:** October 13, 2006 at 4:00 p.m.

**Please return your completed application to the Tulalip Casino Receptionist by the closing date and time.**

**\* Required documents must be submitted prior to interviewing.**